

**Statewide Travel Management Program  
Renewal of Authorized Travel Agency Agreements  
July 1, 2004 through December 31, 2004**

The Statewide Travel Management Program is requesting your prompt response to renew the current Request for Qualifications agreement from July 1, 2004 through December 31, 2004. If you agree to continue servicing the State of Colorado through December 31, 2004 please complete the Vendor Response section of this document and fax to: 303-894-2375

**Notice on Competitive Travel Agency Solicitation:** The State is exercising its option to issue a competitive solicitation for travel agency services. The State Purchasing Office will be notifying your agency concerning the Request For Proposal process.

**Amendments:** The State is amending its agreements to accord with new industry practices, services that have been made available to authorized travel agencies by the State travel program, or identified needs for enhanced service. Amendments made to this agreement are as follows:

**Amendments to Request for Qualifications RFQ-010614—Travel Agency Services**

**Internet purchases:** Prior to issuing an airfare to a traveler on official State business, travel agencies are to review available internet inventories for a lower applicable airfare and, if found, offer the fare to the traveler. Travel agencies are required to enroll with the State's internet ticketing supplier, FareQuest, or to have in service comparable internet ticketing.

**Ground accommodations—hotels:** Travel agencies are to offer to make ground accommodations including hotel arrangements to travelers on official State business. Exceptions are allowed if the traveler is attending a conference which requires the traveler to contact the lodging provider directly or through the conference sponsor. Whether commissioned or not, the travel agency may not impose any extra charge or fee for this service for transient, non-group related travelers.

**Ground accommodations—auto rentals:** Travel agencies are to offer to make ground accommodations including rental cars reservations for travelers on official State business. Whether commissioned or not, the travel agency may not impose any extra charge or fee for this service for transient, non-group related travelers. Details of the State of Colorado awarded auto rental vendors is found on the Statewide Travel Management Program website: [BOA Matrix](#)

**Service Fees--Timely payment:** The State requires quarterly payment of service fees. The State reserves the right to withdraw its authorization from any travel agency not making timely and accurate payment as required in its agreement.

**Termination of agreements:** The State reserves the right to withdraw its authorization from any vendor or vendors that do not respond to this renewal request document.

**Termination of agreements of vendors with service issues:** The State reserves the right to withdraw its authorization from any vendor or vendors that fails to provide service as outlined in its Request for Qualifications as amended. Such termination will be based upon a fair and reasonable assessment of whether the administrative costs of correcting the service failures with the vendor is offset by the value or prospective value of the services that the vendor might provide in the face of such service issues. Such evaluation will at the sole discretion of the Statewide Travel Management Program. Protests of such decisions may be addressed to the State Travel Manager, Division of Central Services, 225 E. 16<sup>th</sup> Avenue Rm 800, Denver, CO 800203. Protests of any decision made by the State Travel Manager may be address to the Director of Central Services at the same address.

**Exiting from State Authorization:** Any travel agency may, at its option, withdraw from providing services to the State. The authorized travel agency must provide notice to the Statewide Travel Management Program and any State agencies that it is servicing. Travel agencies must wind up their affairs by identifying any unused tickets, filing all needed reconciliation statements, and reporting and paying all outstanding service fees to the travel program.

Lenora Lancaster, State Travel Manager  
Statewide Travel Management Program  
Division of Central Services (DPA)  
225 E. 16<sup>th</sup> Avenue, Rm 800  
Denver, CO 80203  
Telephone: 303-866-3986  
Fax: 303-894-2375  
E-mail: [lenora.lancaster@state.co.us](mailto:lenora.lancaster@state.co.us)

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**VENDOR RESPONSE**

Please complete this vendor response section and sign if your agency agrees to this RFQ extension through December 31, 2004. If a response is not received by COB June 30, 2004 the Statewide Travel Management Program will consider your agency as non-responsive. Non-responsive travel agencies will be considered as discontinuing their service the State of Colorado. At such time, the Statewide Travel Management Program will proceed with canceling all ghost card accounts established for their use.

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*Signature of vendor or agent*

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*Date*

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

Corporate Name: \_\_\_\_\_

DBA, if any: \_\_\_\_\_

ARC Number: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ FAX: \_\_\_\_\_ E-Mail: \_\_\_\_\_

**PLEASE FAX THIS SIGNED VENDOR RESPONSE TO**

**Statewide Travel Management Program  
FAX: 303-894-2375**